



DSC Change Completion Report (CCR)

Change Title:	Theft of Gas (ToG) DN Calculation Tool
Xoserve Reference Number (XRN):	XRN 5810
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Target Change Management Committee date:	14/10/2026
Date of Solution Implementation:	23/07/2026

Section 1: Overview of Change Delivery

XRN5810 Theft of Gas (ToG) DN Calculation Tool:

This change was initially raised to update functionality within the Theft of Gas spreadsheet tool to include the ability to enter meter reads for estimation, use different tariffs, and calculate Standing charges.

There were also requirements to review the VAT calculations, and formulas in use, due to anomalies and lack of clarity regarding how the underlying logic of the spreadsheet tool was designed.

Subsequently there was a wider requirement to remove Macros from DN used spreadsheets including TOG and provide clarify on the logic of any calculation formulas in place

A systemised version of the solution was presented to DNs and rejected based on a cost/benefit basis. Consequently, the incumbent Theft of Gas Calculation Tool has been redesigned and implemented into an improved and updated Excel Spreadsheet solution.

Section 2: Confirmed Funding Arrangements

Gas industry Participant	BER share of cost	Actual share of cost	BER cost value	Actual cost value
Shippers	0%	0%	£0	£0
IGTs	0%	0%	£0	£0

DNOs	0%	0%	£0	£0
National Gas Transmission	0%	0%	£0	£0

*Delivery of the associated solution has been completed by resources funded under Service & Operate (S&O) arrangements.

Section 3: Provide a summary of any agreed scope changes

Following the rejection of initial, integrated UK Link solution, and added requirement to remove Macros, the functionality requested was discussed with DNs and updated.

The requirement for additional tariffs was largely based on the lack of timely updates to the Rates used, and lack of up-to-date Commercial Rates from the provider of the data.

Baselined Requirements for the enduring solution which has been implemented, included:

- Reliable Data source for Commercial Rates & Standing Charge
- Removal of Macros
- Ability to apply discounts and/or limit recovery thresholds.
- Seasonal usage profiles
- Move from Static Calendar Year to Dynamic Year to date
- Rate updates to be increased from Annual to Quarterly.

Section 4: Detail any changes to the Xoserve Service Description

No changes were identified to any Service Lines within the DSC Service Description Table

Xoserve Service Area	Xoserve Service Line	(+/-) Projected Change in Annual Cost	(+/-) Actual Change in Annual Cost
N/A			



Section 5: Provide details of any revisions to the text of the UK Link Manual

Not applicable – All information relating to the new Spreadsheet solution has been baselined and published with Distribution Networks. Hand overs have taken place between the project team and Operational teams, who will continue to review its performance with customers. Support will remain in place if any issues or changes are identified in production by DN users.

Section 6: Lessons Learnt

- 1) The existing issues and use of the existing tool were not fully understood, meaning the proposed solution would not have fully resolved the issues being experienced. The previous solution appeared overly complex as a result.
- 2) The data historically provided to operational teams by the Provider was no longer being provided for Commercial Sites – leading to a need to identify and implement alternatively sourced datasets ; Updates to the rates were Annual, meaning they did not account for the quarterly updates in the Ofgem Price Cap, and they were not being distributed in a timely manner.
- 3) An in house, rather than outsourced supplier, solution was not considered, leading to delays in being able to progress with a pragmatic and suitably appropriate solution.
- 4) Lack of details existed for the incumbent Theft of Gas Calculation Tool, leading to delays and avoidable re-work as requirements and features took time to establish and amend.

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Version Control

Document

Version	Status	Date	Author(s)	Remarks
V1	For Approval	09/09/2026	James Randle	For DN approval at ChMC